



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
207 MAR 15 AM 7:41  
26-JAN-2007

Repository   
Reference No.  
10180796

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City LYNN State MA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of a signature or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 5/14/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4GW58S51C [REDACTED]  
Make JEEP Model GRAND CHEROKEE Model Year 2001  
Date Purchased 01-NOV-00 Dealer's Name and Telephone Number KELLY JEEP Kelly Jeep Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City LYNNFIELD State MA Zip Code [REDACTED]  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 110000 ELECTRICAL SYSTEM Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 12-30-2006 / 7-09-2007 Failure Mileage 38000 Failure Speed 20 second failure 24 Jan 07 56,000 miles

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTMAL9ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

*Please describe in detail the incident, failure, injuries, and consequences.*

Crash  Yes  No Fire  Yes  No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\*- THE CONTACT STATED THAT THIS 2001 JEEP GRAND CHEROKEE HAD A FAILURE IN THE BLOWER MOTOR CONTROL MODULE. THE CONTACT STATED THAT HE HAD THE BLOWER MOTOR CONTROL MODULE REPLACED X YEARS AGO. THE CONTACT STATED THAT WHILE DRIVING AT 20 MPH THIS VEHICLE COMPARTMENT FILLED WITH SMOKE. HE CONTACTED THE DEALERSHIP AND WAS TOLD THAT THERE WAS A LARGE NUMBER OF VEHICLES WITH THE SAME PROBLEM, AND THEY COULD NOT GET THE PART IN FAST ENOUGH TO MAKE ALL OF THE REPAIRS. THE DEALERSHIP INFORMED THE CONTACT THAT THEY HAD 15 BACK ORDERS FOR THE BLOWER MOTOR CONTROL MODULES. THE CONTACT WOULD LIKE NHTSA TO BE AWARE OF THIS PROBLEM. \*AK

note: There is a new part # for this unit, apparently, the old one is no longer made. 1.5 years ago

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

USDOT  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th St SW  
Washington DC 20077-8214

To whom it may concern:

These pictures are of the Blower Control Module, also known as the Blower Resistor. This is the second failure of this unit since purchasing the 2001 Jeep Grand Cherokee Limited new.

In August of 2005, the original equipment unit failed and a replacement was purchased from Jeep and installed by the repair shop I use. The pictures are of the second failed unit. The failure of the factory original part was a duplicate of this failure. The exact same overheating in the area shown was observed in both the original and replacement units.

Picture #6 shows the plastic cover plate for the part and it is plainly seen that the date of 09Mar05 is displayed. This is the second failed unit.

Picture #1 is of the internal components of the part. Note that the left hand prong of the three connections in the lower left hand corner of the unit is markedly discolored. Picture #2 is a close up of the same connection and the burned evidence on the left hand connector. This connector is the black wire, (ground) on the power input side of the component. The red and black pigtail in picture #1 feeds regulated power to the blower motor.

The unit had to be broken apart for disassembly as the plug connector to the wiring harness was melted and fused to the control module. The plastic connector as well as the plastic cover plate were fused together by heat. Picture #3 is a close up of the connector plug. The left hand terminal is the one that mates to the left hand connector prong in picture #2.

Picture #4 is the cover plate sitting on top of the unit. The broken area was done during disassembly.

Picture #5 is a close up of the cover plate input power connector area. Burned plastic is evident in this photo.

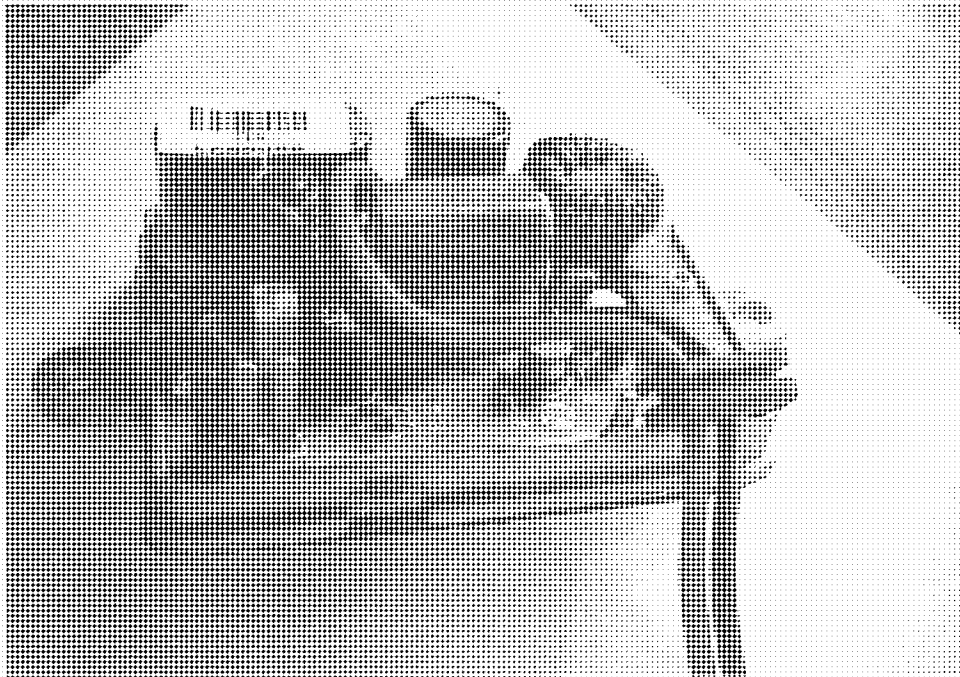
As I stated to the person taking my phone complaint, the passenger area began filling with smoke, the same as it did with the first failure. It is interesting to note that at this time, approximately 20 of these units are on back order at Kelley Jeep alone. It boggles the mind to guess at how many are on back order nationwide. In addition, there is no estimate of when they will be coming in, and the fact that the part number has been recently changed is also of interest.

Enclosed, please find the copies of the bills for the repair of these units. Feel free to contact me for further information, I will keep this burned second unit for quite a while.

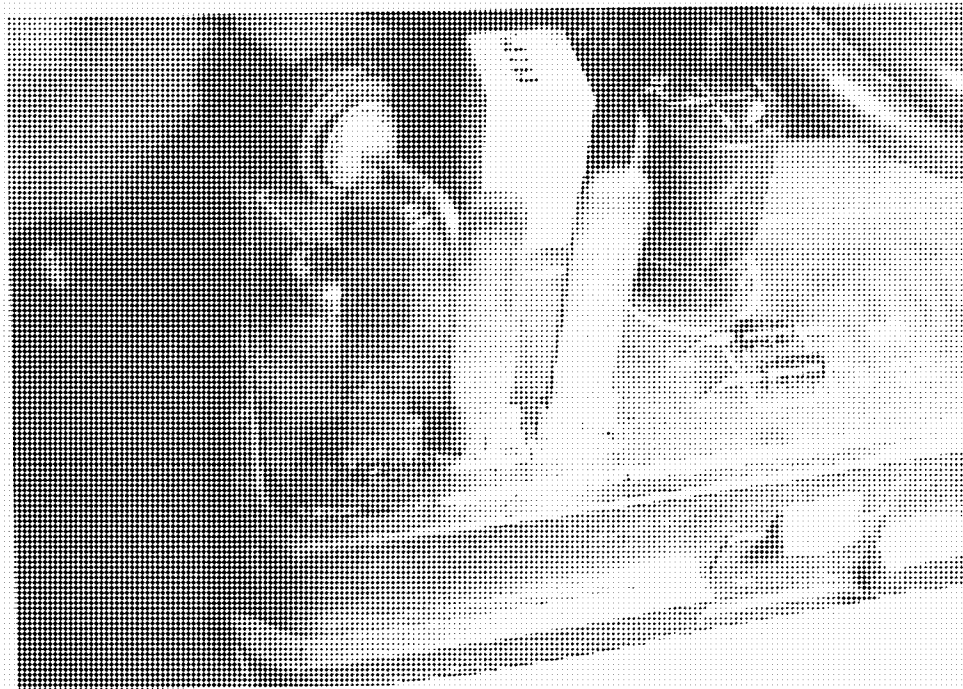
[REDACTED]  
Lynn, Ma  
[REDACTED]

Feb 24 2007  
[REDACTED]  
[REDACTED]

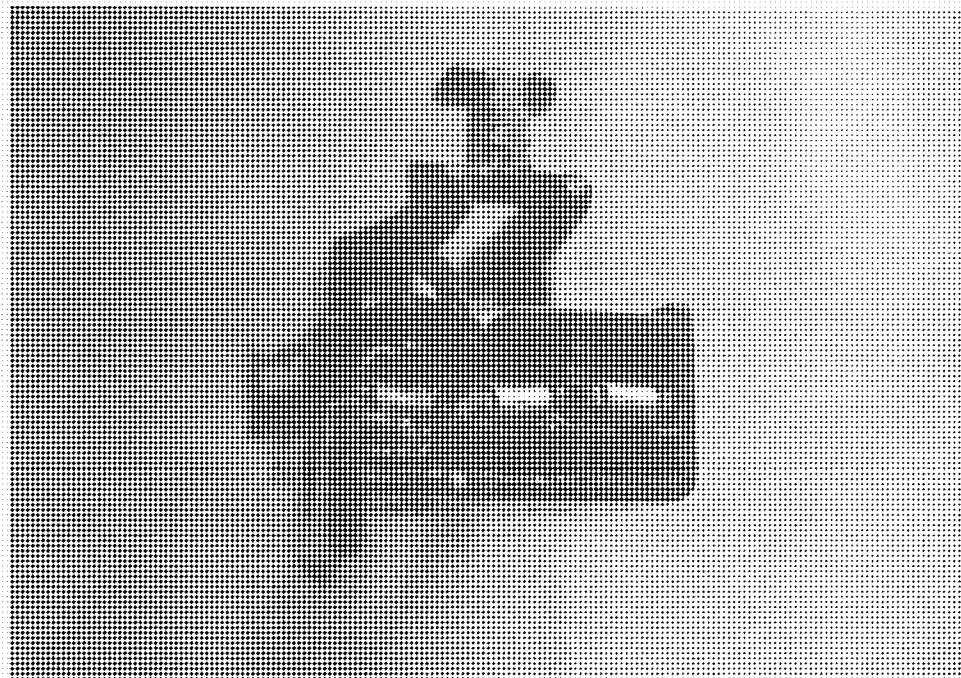
211



#2



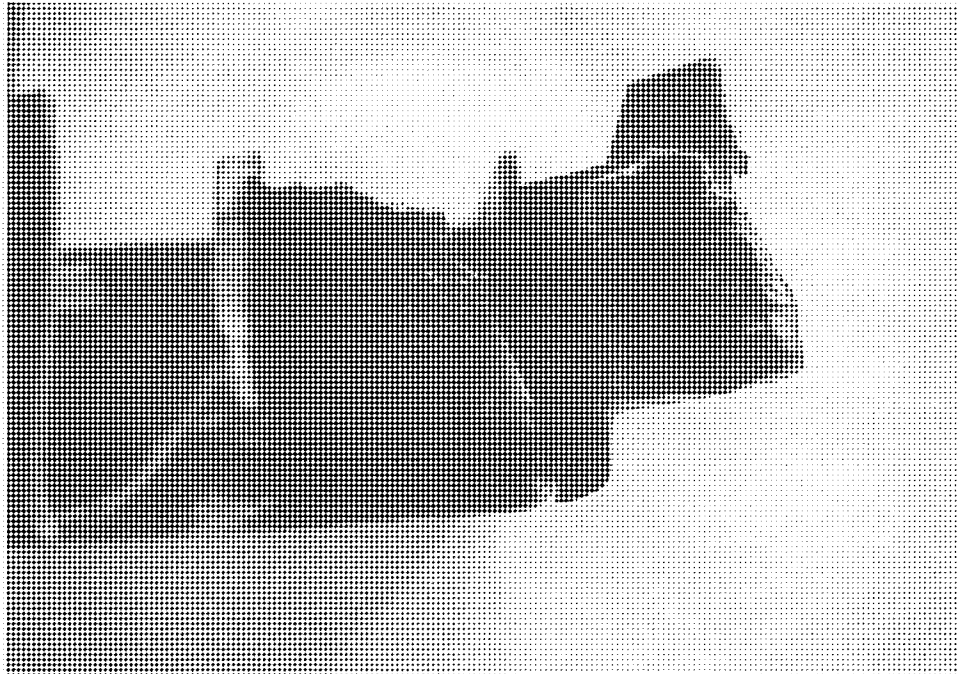
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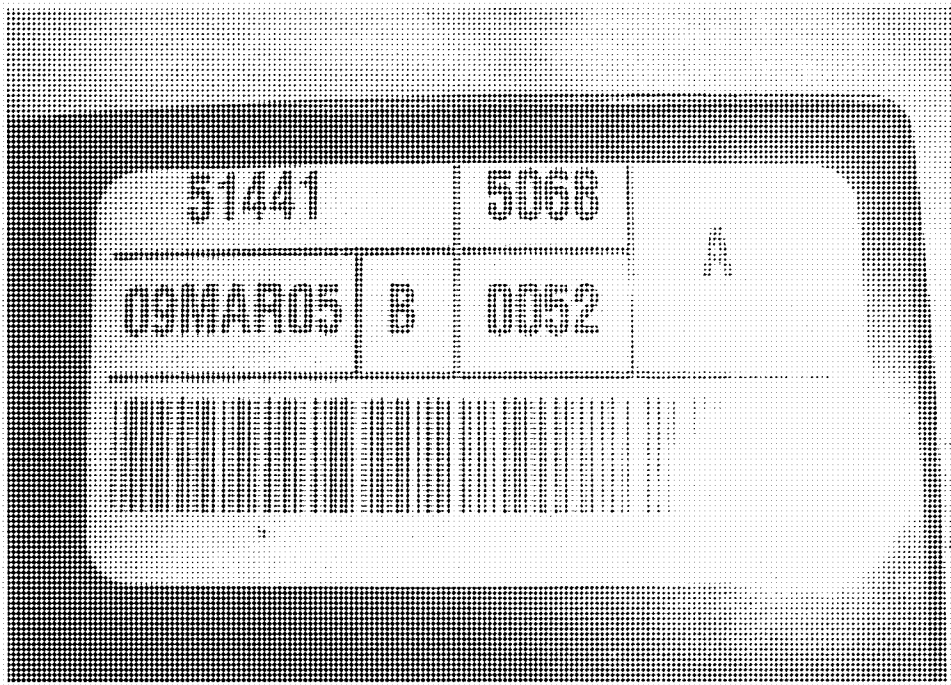
#4



#5



#6



THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).